

Tensas Academy Appeal for 2018 Funding Year

Our Assistant Principal, Bonnie Adcock, was the only user to the USAC or EPC system. She and her husband became ill in spring and summer of 2018. Tensas Academy was unaware of the request from EPC and USAC for an invoice copy. We were going with a contract extension. I came on in October to assist and help out and found out about the denial. I submitted an appeal on October 18, 2018. From that date, I checked in with USAC every 30 days requesting information on our Appeal. Asking if there was anything else I needed to do or more information I needed to provide.

As you can see from the customer service notes, it was escalated at least twice, but I think it was more than that. However, the same case number was just re-used. I then received notice last week that we were denied because it was past the 60 days from the date of the initial denial, 4/27/18. So why string us along for over six months?

Our school truly needs these funds; we are the least populated parish in Louisiana. We have less than 4,500 residents in the entire Parish. Most families do not have access to high-speed Internet in their homes. Our school is the only place these students have to access a high-speed Internet connection. Our little school is so strapped for cash we cannot afford to pay for the Internet Service without the e-Rate funding. I am begging you to please rethink this appeal denial. We have an additional user that will now be alerted if something happens in the future. Please do not take away what could be an entire generation's future because of an unplanned sickness of one employee.